United Nations ST/SGB/2013/1

Secretariat

3 January 2013

Secretary-General's bulletin

Organization of the Office of Central Support Services

The Secretary-General, pursuant to Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", as amended by Secretary-General's bulletin ST/SGB/2002/11, and for the purpose of establishing the organizational structure of the Office of Central Support Services promulgates the following:

Section 1
General provision

The present bulletin shall apply in conjunction with the Secretary-General's bulletin entitled "Organization of the Secretariat of the United Nations" (ST/SGB/1997/5) as amended by Secretary-General's bulletin ST/SGB/2002/11.

Section 2
Functions and organization

2.1 The Office of Central Support Services is responsible for providing advice and support on ways and means to strengthen the common services of all entities of the Secretariat, including the offices at Headquarters, the offices away from Headquarters, the regional commissions and the field missions and other offices of the Secretariat. The Office is also responsible for providing advice on the streamlining and harmonization of regulations, rules, policies and procedures, as they relate to the provision of such services; for providing advice on economies of scale for central and common services; and for making recommendations for selective outsourcing of services.

2.2 The Office of Central Support Services is responsible for the following specific services:

(a) Efficient, cost-effective, timely and quality procurement service to all entities of the Secretariat, including the offices at Headquarters, the offices away from Headquarters, the regional commissions, the field missions and other offices of the Secretariat;

(b) Effective and efficient management, maintenance and operation of facilities of the Secretariat, its Annexes, including broadcasting services;

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(c) Support and coordination with offices away from Headquarters, regional commissions and other offices of the Secretariat, in the management of their properties and constructions;

(d) Efficient and effective travel, visa and transportation services to the Secretariat;

(e) Effective and timely mail and pouch services at the Secretariat;

(f) Management of the commercial activities carried out on Headquarters premises and in support of the work of the Secretariat, and administering those contracts;

(g) Management of the operations of the United Nations Postal Administration;

(h) Advising on records management and maintaining custody of the archives at Headquarters, offices away from Headquarters, regional commissions and United Nations field missions, operations and other offices of the Secretariat;

(i) Implementing business continuity management, including review and testing of business continuity plans for Headquarters, offices away from Headquarters, regional commissions and field missions and other offices of the Secretariat.

2.3 The Office of Central Support Services is comprised of the Office of the Assistant Secretary-General, the Business Continuity Management Unit, the Procurement Division and the Facilities and Commercial Activities Division, as described in the present bulletin.

2.4 The Office is headed by the Assistant Secretary-General. The Assistant Secretary-General and the officials in charge of each organizational unit perform, in addition to the specific functions set out in the present bulletin, the general functions applicable to their positions, as set out in Secretary-General's bulletin ST/SGB/1997/5, as amended by Secretary-General's bulletin ST/SGB/2002/11.

Section 3
Assistant Secretary-General for Central Support Services

3.1 The Assistant Secretary-General for Central Support Services is accountable to the Under-Secretary-General for Management.

3.2 The Assistant Secretary-General is responsible for all the activities of the Office of Central Support Services and its administration and management, as well as the coordination of common services.

3.3 The Assistant Secretary-General provides leadership and direction relating to the implementation and coordination of policies relating to the three organizational entities, namely, the Procurement Division, the Facilities and Commercial Services Division, and the Business Continuity Management Unit.

3.4 The Assistant Secretary-General provides the Secretary-General, through the Under-Secretary-General for Management, with advice and support on all matters that relate to the provision of central support services to all entities of the Secretariat, the offices away from Headquarters and the regional commissions.

3.5 The Assistant Secretary-General plans, organizes, directs and monitors, through the senior managers of the Office, the effective and efficient provision of central support services, procurement and contract administration, travel and transportation, facilities management, mail operations, commercial activities services, including the United Nations Postal Administration, the management of the archives and records and business continuity management.

3.6 The Assistant Secretary-General approves the designation of staff members whose functions involve significant management duties in areas where this authority is to be exercised by the Assistant Secretary-General pursuant to the existing rules.[1]

Section 4
Office of the Assistant Secretary-General

4.1 The Office of the Assistant Secretary-General is headed by a Special Assistant who is accountable to the Assistant Secretary-General.

4.2 The core functions of the Office of the Assistant Secretary-General for Central Support Services are as follows:

(a) Assisting and advising the Assistant Secretary-General in carrying out her/his duties, particularly on issues requiring policy decisions;

(b) Coordinating administrative and management matters and monitoring the implementation of the programme of work of the various services provided by the Office of Central Support Services;

(c) Preparing or coordinating the preparation of reports to the General Assembly and responses to the oversight bodies on central support services matters;

(d) Assisting in evaluating, reviewing and formulating the terms and conditions of the delegation of the Assistant Secretary-General's authority and responsibility under the Financial Regulations and Rules of the United Nations and monitoring the application thereof;

(e) Coordinating interdepartmental activities and undertaking the necessary follow-up;

(f) Overseeing the activities of the various interdivisional working groups established under the authority of the Assistant Secretary-General;

(g) Acting as focal point for information on all aspects of the work of the Office of Central Support Services.

Section 5
Business Continuity Management Unit

5.1 The Business Continuity Management Unit is headed by a Chief who reports and is accountable to the Assistant Secretary-General.

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[1] The Financial Regulations and Rules of the United Nations are reflected in Secretary-General's bulletin ST/SGB/2003/7. The Under-Secretary-General for Management has delegated the authority and responsibility to implement certain Financial Regulations and Rules to the Assistant Secretary-General for Central Support Services in administrative instruction ST/AI/2004/1.

5.2 The Unit is responsible for the viability of business continuity management at Headquarters, offices away from Headquarters and regional commissions. The Business Continuity Management Unit is responsible for ensuring the continuity of the critical functions of the Organization when facing critical incidents or interruptions that can result from a number of accidental, malicious or environmental events. To this end, the core functions of the Unit are as follows:

(a) Coordinate the Secretariat-wide multi-hazard business continuity management, including provision of technical guidance and direct assistance to prepare and implement the business continuity plans of the Organization;

(b) Support the implementation of a maintenance, exercise and review regime across the Secretariat;

(c) Coordinate with and support business continuity planning efforts of other United Nations organizations;

(d) Build and consolidate business continuity tools and methodologies for global use by United Nations offices;

(e) Coordinate the implementation of the Organizational Resilience Management System in the Secretariat.

Section 6
Procurement Division

6.1 The Procurement Division is headed by a Director who reports and is accountable to the Assistant Secretary-General for Central Support Services.

6.2 The core functions of the Division are as follows:

(a) Advising the Assistant Secretary-General on all matters related to procurement policies, procedures and practices in the United Nations Secretariat;

(b) Conducting efficient, effective and timely procurement of goods and services for all entities of the Secretariat, including Headquarters, the offices away from Headquarters, the regional commissions, the field missions and other offices of the Secretariat;

(c) Providing procurement support services, including technical advice on local procurement and acquisition issues;

(d) Ensuring implementation of the Financial Regulations and Rules of the United Nations and policies during the full acquisition cycle from requisition, tendering, contract award process, contract negotiation, and contract administration with due regard to good industry practices;

(e) Continuing its efforts to encourage manufacturers and suppliers in developing countries and countries with economies in transition to apply for registration with the United Nations Secretariat through business seminars and through the dissemination of information on and promotion of procurement opportunities existing within the Secretariat;

(f) Availing itself of common services for procurement and offers procurement support to funds and programmes of the United Nations common system, as appropriate;

(g) Conducting compliance and peer review programmes in offices away from Headquarters, regional commissions, and field missions and other offices of the Secretariat.

Section 7
Facilities and Commercial Services Division

7.1 The Facilities and Commercial Services Division is headed by a Director who is accountable to the Assistant Secretary-General for Central Support Services.

7.2 The core functions in the area of Facilities Management are as follows:

(a) Formulating strategies, policies and procedures for the maintenance of premises and advising on policy matters related to facilities management, including promoting a safe, healthy and productive work environment;

(b) Managing the operations and maintenance of all existing physical facilities at Headquarters, including through the provision of custodial, heating, ventilation and air conditioning, electrical and other maintenance services;

(c) Designing and managing construction work at Headquarters, supporting and coordinating with offices away from Headquarters and regional commissions in the planning and implementation of major rehabilitation and construction projects and facilitating the exchange of best practices through the Inter-Agency Network of Facilities Managers;

(d) Allocating and managing all office, storage and public spaces in Secretariat-owned and leased premises at Headquarters, ensuring that operational requirements are being met;

(e) Implementing space guidelines, monitoring space use and provision of office furniture, providing furnishing and managing moves at Secretariat-owned and leased premises at Headquarters;

(f) Establishing policy, guidelines and procedures for property management and overseeing the recording and disposal of non-expendable properties at Headquarters, offices away from Headquarters, field missions and other offices of the Secretariat;

(g) Managing the official organizational gifts programme;

(h) Providing broadcast, videoconferencing and conference room infrastructure support as well as coordination services for special events at Secretariat premises;

(i) Providing information, reception and meeting services to staff members, delegates and the public, and publishing the telephone directory at Headquarters;

(j) Administering the United Nations garage operation at Headquarters.

7.3 The core functions in the area of commercial activities are as follows:

(a) Establishing policy on major issues related to travel and transportation, including negotiations of discount agreements with major and regional airlines at Headquarters, issuing laissez-passer and related travel documents, including visas;

(b) Arranging and monitoring the transportation, accommodation and routing of all travel undertaken at Headquarters at United Nations expense and removing

household goods and personal effects to and from worldwide locations, including shipments by civilian police personnel and military observers;

(c) Issuing United Nations travel documents for staff members of funds, programmes and agencies of the United Nations common system, coordinating the issuance of host country visas, and reporting all personnel changes at Headquarters to the host country;

(d) Ensuring that deliveries to United Nations Headquarters are made in a timely and efficient manner, and that adequate special courier services to the permanent missions are provided for authorized officials;

(e) Managing the motor pool comprising the official vehicles at United Nations Headquarters;

(f) Controlling the receipt of all goods and materials at United Nations Headquarters and the provision of office supplies to the Secretariat;

(g) Preserving the records of the United Nations Secretariat to assist the operational, informational, legal and audit needs of the Organization and guiding Secretariat offices on managing records through the provision of advisory services and advocacy of record keeping standards to assure the timeliness, accuracy, completeness, efficient management, accessibility and usability of information; ensuring that the United Nations Secretariat and the public have ready access to archives that document the history of the Secretariat;

(h) Establishing policy, guidelines and procedures for the receiving, processing and distribution of mail, documents and pouches;

(i) Providing mail, pouch and messenger services to offices at Headquarters; and coordinating with overseas offices to ensure safe, timely and cost-effective delivery of Secretariat mail and pouch;

(j) Managing the cafeterias and other catering facilities at Headquarters, and ensuring that food services are available for United Nations staff members, delegates and visitors;

(k) Managing other commercial activities, including the United Nations Headquarters Gift Centre and news stand operations;

(l) Managing the operations of the United Nations Postal Administration, which is mandated to promote the goals and achievements of the United Nations through the issuance of United Nations postage stamps and philatelic products in New York, Vienna and Geneva.

Section 8
Final provisions

8.1 The Secretary-General's bulletin of 1 June 1998, entitled "Organization of the Office of Central Support Services" (ST/SGB/1998/11), is hereby abolished.

8.2 The present bulletin shall enter into force on the date of its issuance.